

POLICE COMMUNICATIONS OFFICER

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

Employees of this class perform entrance-level work involving monitoring and operating the police radio system and related emergency communications equipment. Police Communications Officers are responsible for monitoring the location of officers on duty, dispatching units in accordance with established policies and procedures, and providing requested information or assistance to duty officers. Employees of this class operate computer terminals to obtain information regarding offenders and vehicles as requested by officers, and maintain simple records and reports of all complaints. Duties of this class are non-supervisory in nature and require the ability to act independently following standard operating procedures. Communications officers report to and have work reviewed by the Police Communications Supervisor.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Answers emergency and non-emergency telephone for the police department and takes caller information such as name, address, nature of complaint, and any other information as designated by department policy. Takes complaints from other sources such as police units or from citizens in the department. Enters all complaints and related information into computer or on high speed line printer in order to have records of dispatching activity. Communicates with hearing impaired callers utilizing telecommunications devices and software for the deaf. Monitors burglar alarms and follows established procedures when such alarms are received.

Determines the correct unit to be dispatched and keeps track of location and status of emergency unit at all times. Dispatches unit following departmental procedures. Uses CAD display to monitor the location and status of emergency units at all times. Monitors time, and mileage on patrol units. Takes requests for assistance from units and relays information or answers questions from field units. Notifies special units or agencies designated by department procedures in special or emergency situations.

Operates teletype and computer keyboard. Calls state police or other law enforcement agencies by phone or by radio to send or receive messages regarding vehicle registration, drivers' licenses, runaways, criminal records, or related matters from NCIC or other law enforcement agencies. Listens to other radio frequencies such

as the sheriff's department, state police, or fire department to monitor local activity and to take appropriate action when necessary.

Operates office paging or intercom system to relay messages and information to department personnel. Distributes equipment such as walkie-talkies, arms, ammunition, keys for police units, or related equipment. Participates in training provided by the department on communications related areas.

Performs any related duties as assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and of legal age.

Applicant must possess one of the following: high school diploma, general educational development (G.E.D.) certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or G.E.D. certificate.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which will be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must possess a valid driver's license.

Must be not less than eighteen (18) years of age.

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